

# **Flathead County, Montana**



## **Request for Proposal**

for

## **Staffing Services Glacier National Park Shuttle Project**

**Proposals can be mailed or delivered to:**

**Flathead County Commission**

**800 South Main Street, 3<sup>rd</sup> Floor**

**Kalispell, MT 59901**

**All proposals must be received on or before  
January 21, 2015 at 9:00 a.m. (MST)**

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## SECTION 1: BACKGROUND

Through a Cooperative Agreement with the National Park Service and the State of Montana, Flathead County/Eagle Transit is responsible for implementing passenger shuttle service within Glacier National Park for the summer season, which typically runs July 1 through September 1. The shuttle program has been part of Park operations since 2007. The purpose is to reduce traffic and parking congestion, thereby enhancing visitors' experience and minimizing the negative impact of motor vehicles on wildlife and infrastructure. For more information on the history and daily operation of the shuttle service, see the Glacier National Park webpage at <http://www.nps.gov/glac/planyourvisit/shuttles.htm>.

For the summer 2014 season, the shuttle service provided more than 168,000 rides, 77% on the west side of the Park and 23% on the east side. The shuttles were driven 221,775 miles.

The Glacier Park Operations Lead, an employee of Eagle Transit, manages and oversees the shuttle service and related vendors and contractors. The Operations Lead works under the direction of the Eagle Transit Transportation Manager. Bus drivers, dispatchers and some administrative support staff are provided through a temporary staffing agency contracted by Eagle Transit. The Operations Lead is responsible for supervising temporary staff on the job site. Although employed by a contracted staffing agency, all temporary personnel work at the discretion of Eagle Transit.

Approximately 62 drivers, 8 dispatchers and 2 administrative support staff are required to successfully operate the seasonal shuttle service. All positions are needed between June 15<sup>th</sup> and September 15<sup>th</sup>.

## SECTION 2: SCOPE OF WORK

- **Recruit, screen and hire temporary staff.** The following positions are anticipated for the summer 2016 season, from June 15<sup>th</sup> through September 15<sup>th</sup> with the possibility of an extension later into September. All personnel must pass pre-employment criminal history checks as well as drug and alcohol screenings. Some positions are difficult to fill and keep filled, requiring ongoing recruitment throughout the season. Note: Contractor will be required to submit a twice monthly list of completed recruitment efforts until all positions are filled.
  - Drivers
    - Approximately 50 on west side, 12 on east side
    - Typical shifts are 8-10 hours per day, 4 days on and 4 days off
    - Must have CDL with passenger endorsement
    - Current hourly wage is \$12.80 with a longevity increase at 5 years of service to \$13.30

- Dispatchers
  - 4 on west side, 4 on east side
  - Typical shifts are 8 hours, 4 days on and 4 days off
  - Current hourly wage is \$13.30 with longevity increase at 5 years of service to \$13.80
  -
- Admin support
  - 1 on east side, 1 on west side
  - 8 hour shifts five days/wk. with two weekdays off
  - Current hourly wage is \$16.00 on the west side and \$15.00 on the east side
  - Duties: Track hours worked, record invoices and track budget expenditures, track fleet service and fuel use, create driver manifests, assist with coordination of service and repairs, supervise transit operations on weekends or in absence of Operations Lead
- **Fulfill responsibilities as the employer of record**
  - Comply with applicable employment/labor law, rules and regulations.
  - Provide workers' compensation insurance
  - Complete all payroll related tasks, including W-2 preparation, time sheet verification, check processing, and payroll tax payment and reporting.
- **Engage in ongoing communication with Eagle Transit staff** to ensure timely and effective resolution of any staffing issues that may arise
- **Submit invoices in a timely manner in the required format** with all requested supporting documentation.
- **Participate in pre-season, mid-season and end-of season planning meetings** as requested
- **Provide an end-of-season report** that describes staffing patterns/statistics, identifies any barriers to successful recruitment and offers possible solutions and addresses any other staffing issues that need to be resolved in preparation for the next season

### **SECTION 3: PROPOSAL CONTENT**

The proposal should demonstrate professional capability and availability to satisfactorily complete all tasks as described in the Scope of Work section of this RFP. Responses should include:

1. Legal name, address, telephone number and principal contact email address
2. The experience and qualifications of the principal of the firm
3. The experience, qualifications and roles of staff to be assigned to this project
4. A description of the firm's prior experience in providing similar services, especially those that are transportation related
5. A description of the firm's approach to project management and customer service
6. A description of the firm's current work activities and how these will be coordinated with the project, as well as anticipated availability to meet project requirements
7. The proposed workplan and schedule of activities to be performed
8. All anticipated costs/fees associated with the project
9. A minimum of three references who are knowledgeable regarding the firm's recent performance on projects, including the company name, contact name, telephone number, email address. Include a description and completion date of the project or projects that form the basis of the reference.

#### **SECTION 4: SUBMITTAL TERMS**

The Single Point of Contact (SPOC) for this solicitation is:

**Jim Boyd**

Transportation Manager  
Eagle Transit/Agency on Aging  
160 Kelly Road  
Kalispell, MT 59901  
(406) 758-2427  
[jboyd@flathead.mt.gov](mailto:jboyd@flathead.mt.gov)

Questions about this RFP must be submitted via email or in writing to the SPOC by January 14, 2015. No additional project questions will be addressed after this date. A response addendum listing all questions received and Flathead County's response will be posted by January 16, 2015, on the Eagle Transit webpage at <http://flathead.mt.gov/eagle/>. It is the responsibility of each firm to check the website if they are interested in the questions received and responses provided by Flathead County.

Proposals must be submitted by 9:00 am, January 21, 2015, to:  
**Flathead County Commission**  
**800 South Main Street, 3<sup>rd</sup> Floor**  
**Kalispell, MT 59901**

Proposals may be mailed or hand-delivered. No late, faxed or emailed submittals will be accepted. Three (3) paper copies plus one (1) electronic disk copy of the proposal must be submitted by the deadline.

The Commissioners will open the submitted proposals at 9:00 am on January 21, 2015.

Any company submitting a proposal should make certain its response is complete, timely and in compliance with RFP requirements. Failure to meet these requirements may result in the offer being rejected or declared non-responsive.

Subject to exceptions provided by Montana law, all information received in response to this RFP, including copyrighted material is public information. Proposals will be made available for public viewing and copying shortly after the proposal due date. The exceptions to this requirement are 1) bona fide trade secrets meeting the requirements of the Uniform Trade Secrets Act, Title 30, Chapter 14, Part 4, MCA, that have been properly marked, separated, and documented; 2) matters involving individual safety as determined by the County; 3) other constitutional protections. The County will provide a hard copy of the FRP responses for interested parties to review during regular business hours at the Eagle Transit office at 1333 Willow Glen, Kalispell, MT. If interested parties would like an electronic copy of the RFP, one will be provided on a disk for a charge of \$1.00 per each disk copy.

## **SECTION 5: EVALUATION CRITERIA**

Proposals will be evaluated and scored according to the following criteria:

1. Related experience on similar projects, especially those that are transportation related (30%)
2. The qualifications and experience of the personnel assigned to the project, including reference checks (25%)
3. The firm's ability to meet time and budget requirements (25%)
4. Location of firm (10%)
5. Present or projected workload that would affect completion of the project (5%)
6. Recent or current work for Eagle Transit/Agency Aging and/or Flathead County in general (5%)

## **SECTION 6: SELECTION PROCESS**

Selection Committee members will evaluate all proposals received according to the submittal terms and will assign scores based on the stated evaluation criteria.

Highest ranking firms may be asked to attend an interview or Flathead County may opt to open direct negotiations with the firm that presents the most qualified, highest scoring proposal. The contract will be awarded upon reaching an appropriate price for the work to be performed. If an appropriate agreement cannot be reached with the highest-ranked firm, the second-ranked firm will be approached, and so on. Unsuccessful firms will be notified as soon as possible.

This solicitation is being offered in accordance with federal and state statutes governing procurement of professional services. Accordingly, the County reserves the right to negotiate an agreement based on fair and reasonable compensation for the scope of work and services proposed, as well as the right to reject any and all responses deemed unqualified, unsatisfactory or inappropriate.

While Flathead County has every intention to award a contract resulting from this RFP, issuance of the RFP in no way constitutes a commitment by the County to award and execute a contract. Upon a determination such actions would be in its best interest, the County, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP
- Reject any or all proposals received in response to the RFP
- Not award a contract, if it is in the County's best interest not to proceed with contract execution, or
- If awarded, terminate any contract if the County determines adequate funds are not available

## **SECTION 6: CONTRACT TERMS**

This contract, if awarded, is for temporary staffing services for the 2015 shuttle operation in Glacier National Park. The contract may be extended for a total of five (5) years with annual Flathead County approval. Annual renewal is not guaranteed and no future work is implied.

Flathead County reserves the right to increase the scope of work with the selected firm as long as the increase is within the firm's abilities.

Before the contract can be executed, the selected firm must provide independent contractors insurance showing at least \$1,000,000 in business liability insurance, \$1,000,000 of auto coverage and proof of worker compensation coverage.

In no event shall any official, officer, employee or agent of Flathead County be in any way personally liable or responsible for any covenant or agreement herein contained whether expressed or implied, not for any statement, representation or warranty made therein or in any connection with the agreement..